

City of Hanford – Utility Service Application

Stopping Service Only? – Complete [1] & [3] and sign

APPLICANT INFORMATION

Customer Name:		Today's Date:		
[1]	Telephone:	DOB:	California ID or Military ID:	
	Cell Phone:		Social Security or Tax ID:	
START SERVICE				
[2]	Service Address:		Start Date:	/ / (Mon-Fri only)
	Mailing Address for bill (if different):			
	City, State, Zip		Please check one: <input type="checkbox"/> Owner <input type="checkbox"/> Renter	
STOP SERVICE				
[3]	Service Address:		Stop Date:	/ / (Mon-Fri only)
	Mailing Address for final bill:			

The undersigned subscriber requests the City of Hanford to supply utilities at the premises noted hereon and promises to purchase the utilities and pay the City in accordance with the City's schedule of rates, which may be subject to change in compliance with the City Ordinance in effect at the time. The subscriber also promises to conform with and abide by the City rules and regulations in force regarding such premises. All applicable areas of this form must be filled out to be valid.

Signature:	X	Joint Signature:	X
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DEPOSIT REQUIRED
Upon starting service
CASH or CHECK ONLY

Meter Account = \$278.00 Residential
Flat Account = TBD Residential

Business = TBD
Fire Hydrant = \$1,000.00

The meter deposit will be applied to your account as a credit after twelve months of consecutive, full, on-time payments. If closing the account before the twelve months, the deposit will be applied as a credit towards the final bill.

Are Trash
Cans/
Dumpsters
On Site?
 NO YES

Business Account Only:

Please fill out REFUSE REQUEST FORM for dumpsters

Type of Business:

Is Water
Off?
 NO YES →

If the water is OFF, we require someone to meet our field crew at the service address for turn-on (NO EXCEPTIONS). Missed appointments will be rescheduled and result in a \$50 fee being charged to your account. ****24 HOUR NOTICE REQUIRED****

Enter Turn On Date:

Circle Time & Enter Date for Turn-On if OFF:

10:30am - 11:45am or 3:30pm - 4:45pm ****Closed at 12pm on Friday****
10:30am - 11:45am or 2:30pm - 3:45pm SUMMER (JUNE - SEPTEMBER)

 / /

Joint Applicant Information

Name:		
Telephone:	DOB:	CA ID or Military ID:
Cell Phone:		
Social Security or Tax ID:		

Owner/Property Management Information

Name:		
Address:		

FOR OFFICE USE ONLY

ACCOUNT NO:		DEPOSIT OR REASON FOR WAIVING DEPOSIT	
RECEIVED IN OFFICE		COMPLETED	
Date:		Date:	
Time:		Time:	
Employee:		Employee:	

CITY OF HANFORD UTILITY BILLING
315 N DOUTY ST, HANFORD CA 93230
TEL: 559-585-2510
FAX: 559-582-1152
EMAIL: utilitybilling@hanfordca.gov
www.cityofhanfordca.com

ACH DIRECT PAYMENT (AUTOMATIC DEBIT)

We offer ACH Automatic Debit for utility bill payments. The City of Hanford will debit your bank account on the 8th of each month unless it is a holiday or weekend, for the balance due on your account. If you wish to sign up for this service, the form can be found at:

Website: www.cityofhanfordca.com City Dept: Finance; Utility Division
Form name: ACH DIRECT PAYMENT

Utility Office Location: 315 N. Douty Street, Hanford
Fax Number: 559-582-1152 Email: utilitybilling@hanfordca.gov

UTILITY BILL PAYMENT - Office at 315 N. Douty Street, Telephone (Munis): 1-877-867-5747 or Online: <https://selfservice.cityofhanfordca.com/css/default.aspx> (Munis Self Service) Note: Transaction Fee of 3.95% will be charged to Credit / Debit card transactions.

UTILITY BILL 559-585-2510

Your utility bill from the City includes charges for water, sewer, and refuse, which are due upon presentation and delinquent after 15 days. Effective July 1, 2008, a 10% penalty is charged on all delinquent accounts. The City may also charge interest at the rate of 1.5% per month on delinquent amounts.

ADDITION OF DELINQUENT UTILITY FEES TO TAX ROLL/TAX BILL – NOTIFICATION OF LANDOWNER

California Health & Safety Code § 5473 allows the City of Hanford (City) to add delinquent utility fees, penalties, and interest to the tax roll/tax bill for the property at which City-provided utility services are received. Chapter 13.08 of the Hanford Municipal Code says that, if a customer does not pay all utility fees, penalties, and interest in full within ninety (90) days of the date of a utility bill, the City will notify the property owner if such amounts will be added to the tax roll/tax bill.

If you are a tenant renting a home or a commercial building, the City may, in its sole discretion, notify the owner of the property if your account becomes delinquent.

WATER USE

Even Numbered House	Tuesday & Saturday	*These days are subject to change pending water use restrictions. Contact: 559-585-3507
Odd Numbered House	Wednesday & Sunday	*No watering within 48 hours after measurable rainfall.

You MAY NOT....

Water any day between 10:00am and 6:00pm during daylight savings time.
Use water outside on Monday, Thursday or Friday (includes washing cars).
Water from midnight to 5:00am unless controlled by an automatic timer or a person is in immediate attendance of device.
Leave open hoses for irrigation unattended; willfully or negligently waste water in any manner.
The first violation will result in a \$50.00 fee added to your utility bill; further violations will result in additional fees per ordinance 17-07.

AUTOMATED TRASH COLLECTION, 559-585-2551 Division of Solid Waste

Containers should be out the **night before** your scheduled pick up, as crews start at 5:00am. Lids must be closed. Containers must be removed from the curb on the same day they are emptied.

TRASH ROUTES	PICK UP SCHEDULE	
ZONE A	Monday Tuesday	Black Can Blue & Green Cans
ZONE B	Monday Tuesday	Blue & Green Cans Black Can
ZONE C	Wednesday Thursday	Blue & Green Cans Black Can
ZONE D	Wednesday Thursday	Black Can Blue & Green Cans

Green waste (Green Can)	Grass clippings, weeds, leaves, small branches, wood (w/o nails, glue, or paint), plant material, and saw dust.
Recycling (Blue Can)	Paper: boxes/cereal & cracker, newspapers, magazines, computer paper, phone books Food Containers: milk cartons, tin cans, aluminum, glass, plastic

Failure to comply with these regulations will result in a violation of the Green Waste/Recycling policy and additional handling fees. City of Hanford Resolution #99-55 establishes fees for violating the City's Segregated Green waste/Recycling Program. The first violation will result in a \$35.00 fee added to your utility bill; further violations will result in additional fees. Additionally, recycling containers are located at the elementary schools. You may choose to dispose of your recyclables (not green waste) at the school sites and the schools will earn money from the recyclables. For more information about these programs, contact the City Refuse Division, M-F 8:00am to 5:00pm at 559-585-2551.